



DEPARTMENT OF ADMINISTRATION
VICTIMS OF CRIME PROGRAM

Coordinator's Fiscal Year 2011 Report
(July 1, 2010 through June 30, 2011)

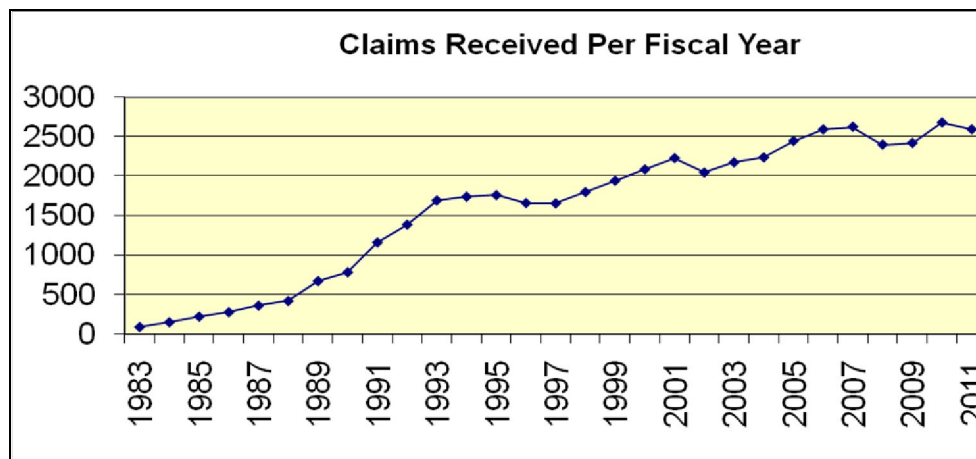
During FY 2011 the VOCP received **2,575** new applications, approving **1912** victims for assistance with 120 applications pending a decision as of July 7, 2011. This is 90 fewer applications received than in FY 2010.

During FY 2011 the VOCP closed 2,862 files after providing those victims all available benefits they qualified for, and paid all of their known crime related bills. ***No victim was left with any crime related expenses when their claims were closed.***

During FY 2011 the VOCP satisfied **\$28,006,120.90** in approved victim hospital and medical bills, mental health counseling, lost wages, crime scene cleanup, relocation costs, and other crime related expenses.

With one or two exceptions every medical provider, or other vendor, accepted every reduced VOCP payment in *full satisfaction* of every crime related expense, submitted by approved victims during the fiscal year. After VOCP bill review and cost containment policies were applied, these claims were satisfied with **\$7,412,593.68** of VOCP adjusted fee schedule payments. This means victims received the equivalent of **\$20,593,527.22** of *additional* assistance over the actual VOCP expenditures.

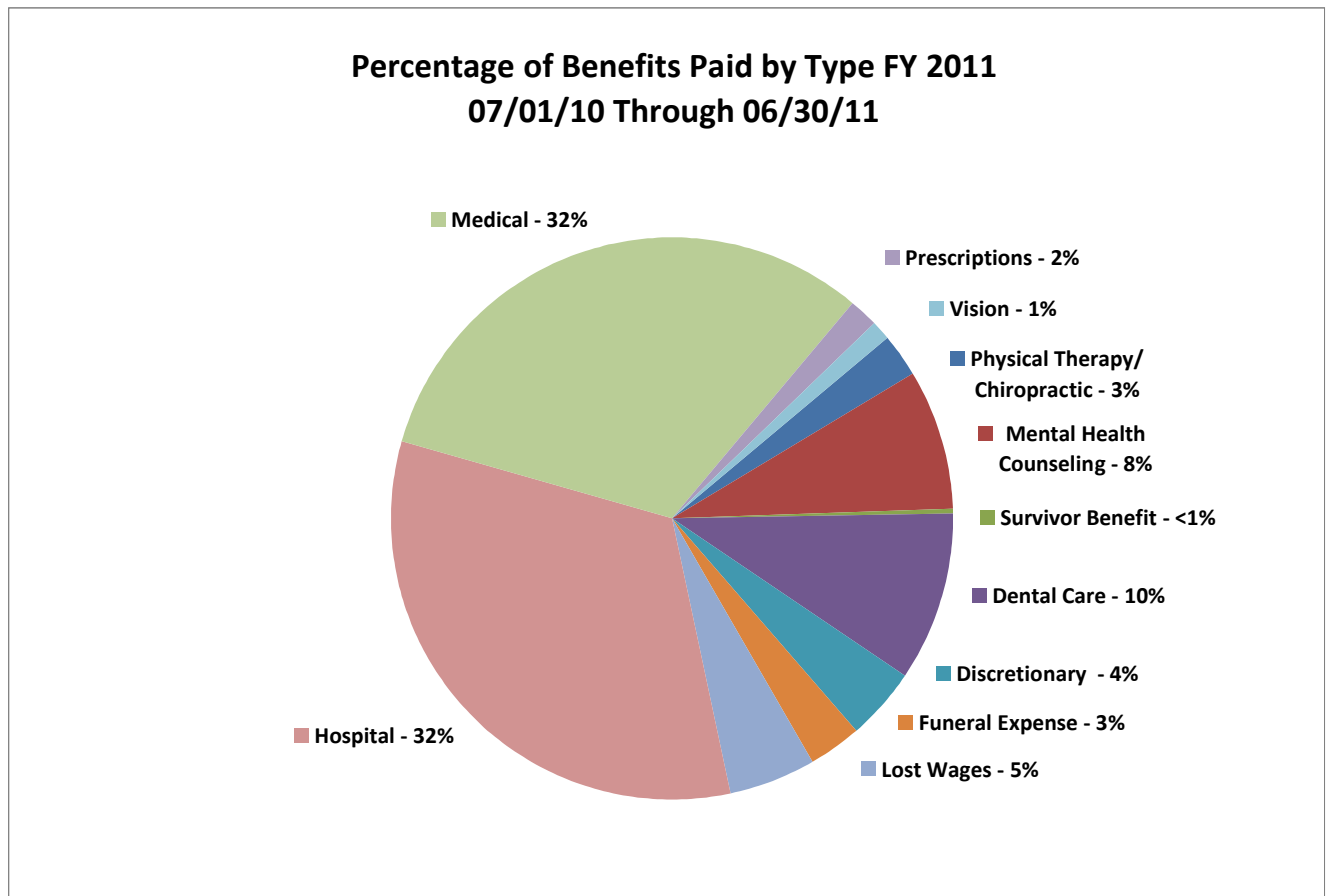
Caseload Growth Since 1983



The VOCP has seen caseload growth similar to the population growth in Nevada over the last three decades. In the last couple of years, for the first time in recent history, the population has ceased to grow at record rates.

Summary of Benefits Paid

Hospital and medical bills constituted 64% of all victim payments in FY 2011. We satisfied nearly \$25 million in hospital and medical billings with less than \$5 million in fee-scheduled payments. The following chart shows the percentage of benefits paid by benefit type during the FY.



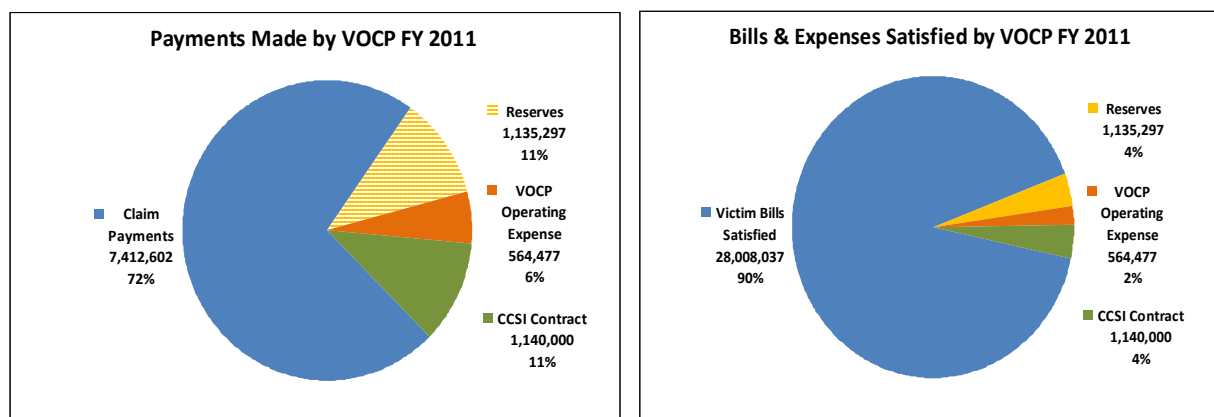
Impact of Cost Containment Policies

As the following chart shows the VOCP satisfied **\$28,006,120.90** in victim medical bills and claims for **\$7,412,593.68** of available funding in FY 2011. Cost containment policies adopted by the BOE pursuant to NRS 217.130 and NRS 217.150 allowed the VOCP to effectively extend benefits by an additional **\$20,593,527.22** during this fiscal year.

Payment Amounts by Type for FY 2010				
Type of Expense	Number of Bills	Total Victim Bills Submitted	Amount Saved by Bill Review	Amount Paid to Providers
Medical - Hospital	1474	20,994,767.28	18,568,787.59	2,425,979.69
Medical - Other	3919	3,779,790.48	1,435,746.03	2,344,044.45
Dental	325	1,066,434.42	343,603.07	722,831.35
Counseling	3236	723,414.80	143,162.23	580,252.57
Lost Wages	435	370,760.80	0.00	370,760.80
Discretionary*	314	316,357.23	1,090.00	315,267.23
Funeral Expense	97	237,686.51	706.10	236,980.41
Chiropractic	435	151,550.55	41,405.50	110,145.05
Vision	185	98,484.73	14,869.39	83,615.34
Prescription	797	127,697.35	7,992.29	119,705.06
Survivor Benefits	13	20,022.80	0.00	20,022.80
Physical Therapy	263	119,153.95	36,165.02	82,988.93
Total Payments	11493	\$28,006,120.90	\$20,593,527.22	\$7,412,593.68
*Discretionary include: emergency relocations, crime scene clean up, childcare, mileage, etc.				

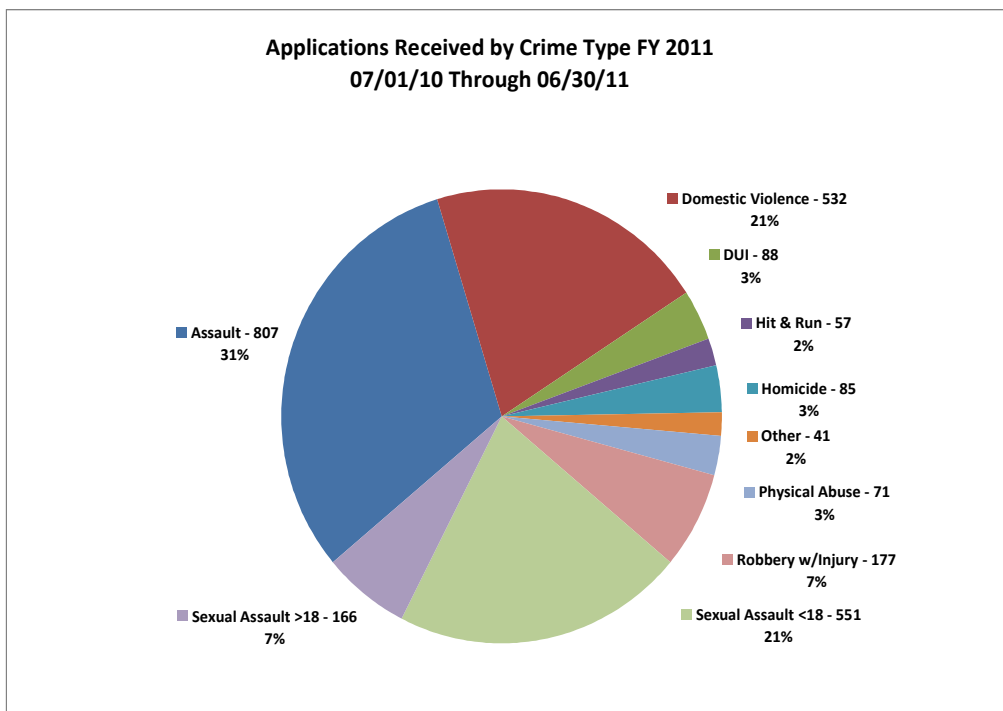
Program Administrative Costs as Compared to VOCP Benefits Provided

The next two charts show the percentage of costs of the VOCP and its contractor CCSI as compared to actual claim expenditures and as compared to the total value of claims satisfied for the victims during FY 2011.



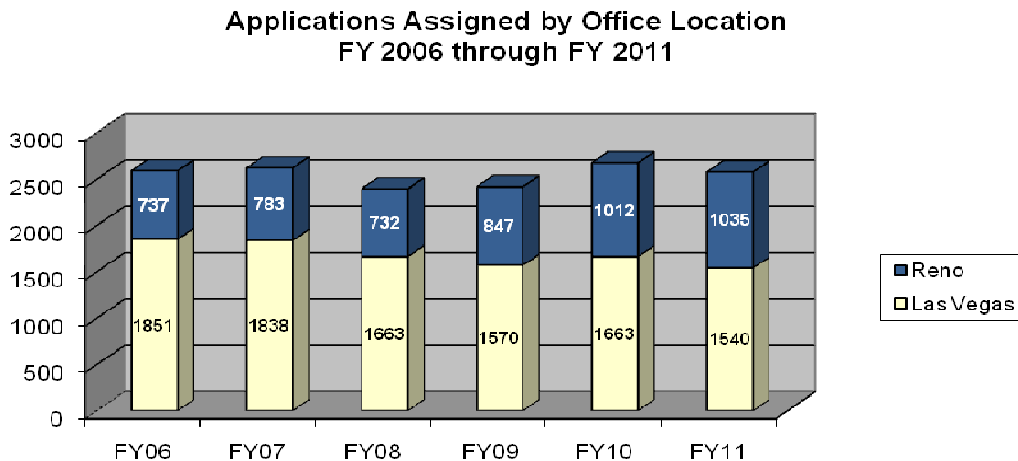
Summary of Applications Received

The VOCP received **2,575** new applications during FY 2011. The following chart shows the number and percentage of applications received by crime type.



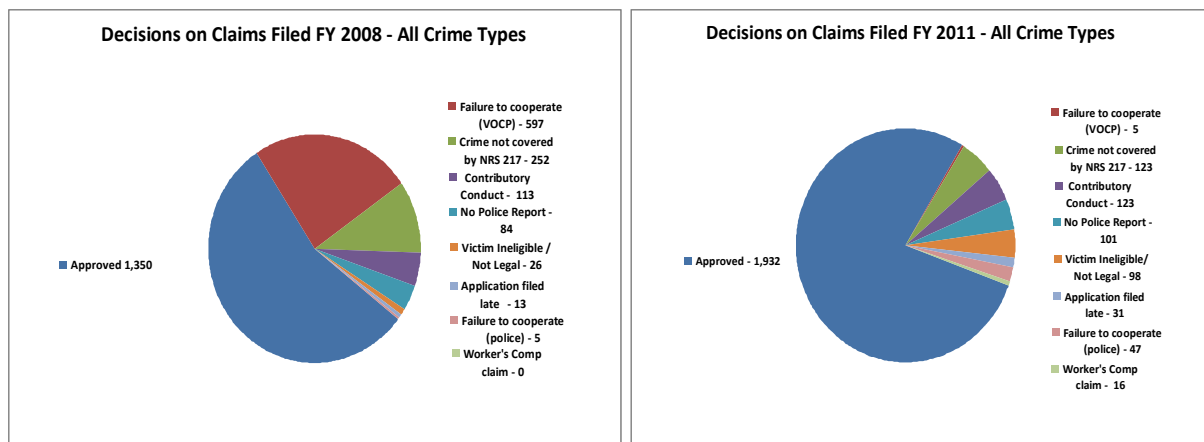
Applications Assigned by Office Location

During FY 2011 the VOCP assigned **2,575** claims to Compensation Officers. The Las Vegas office received **1,540** applications and the Reno office received **1,035** applications. The following chart shows the number of applications assigned by office since FY 2006.



Applications Approved and Denied

The following chart shows the number of applications approved and denied for FY 2011 with the reason for denial shown by total numbers. In FY 2008, 57% of applications were approved and 43% were denied. In FY 2011 78% of applications were approved and only 21% were denied.

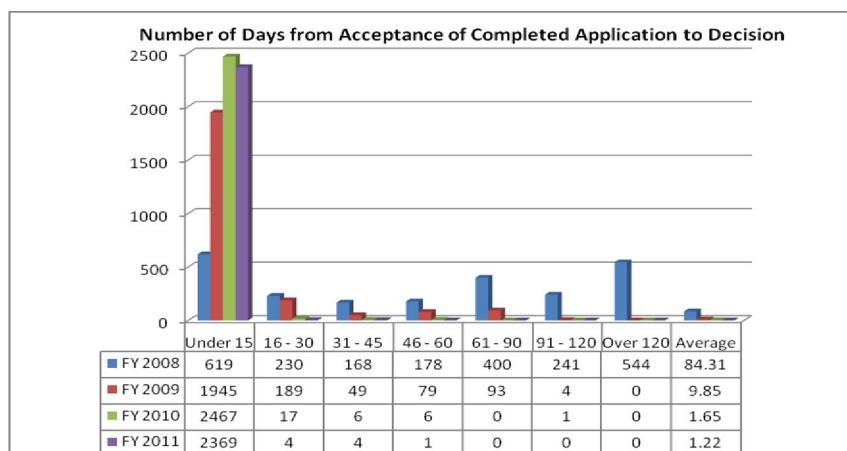


Application Processing

System automation and streamlined procedures have resulted in a significant reduction in the amount of time it takes the program to decision an application. We have reduced the time it takes to approve an application from an average of 84 days in FY 2008 to 16.75 days in FY 2010, when the application is submitted *without* a police report.

When an application is submitted with a police report the average time to approval is 29.3 hours.

As the following chart shows, claim decisions are made within 1.22 days of receipt of a completed application and police report. This is down from 84 days in FY 2008.

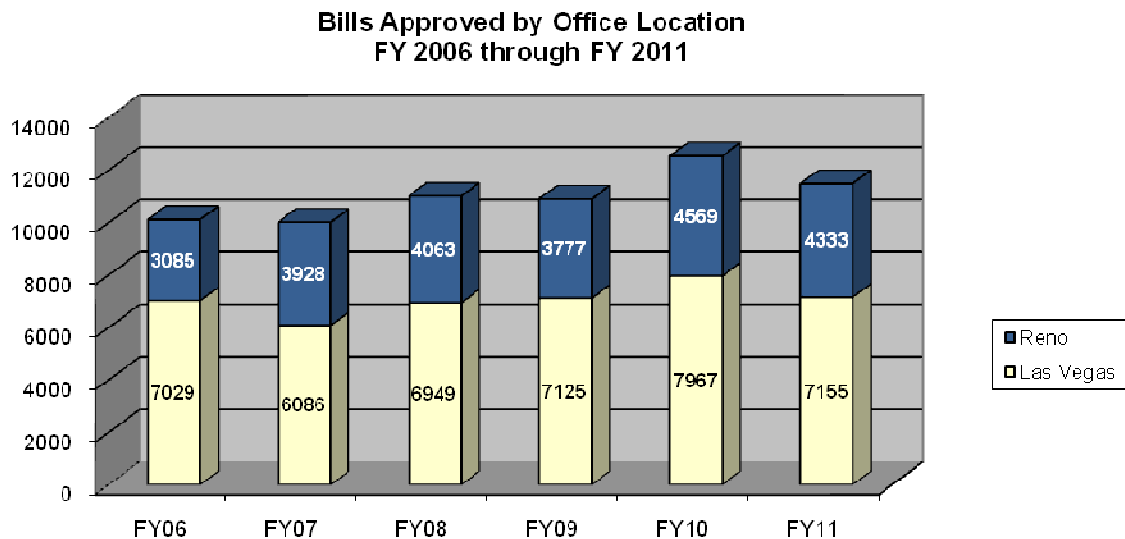


Bills Processed by Office Location

One of the most important activities of the VOCP is processing and paying the victim's medical bills, counseling bills, lost wages, and other benefits. We pay all outstanding bills and crime expenses incurred after claim acceptance, *weekly*.

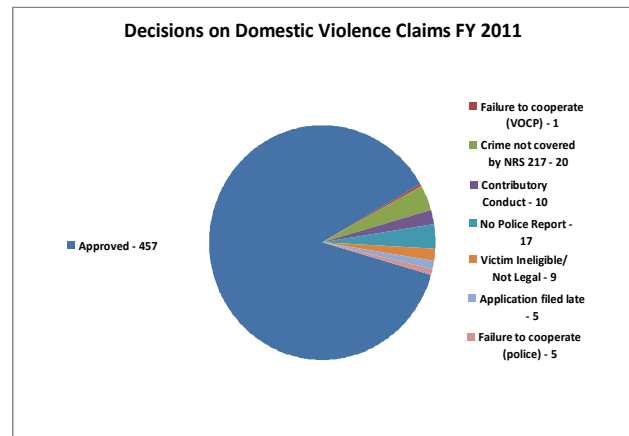
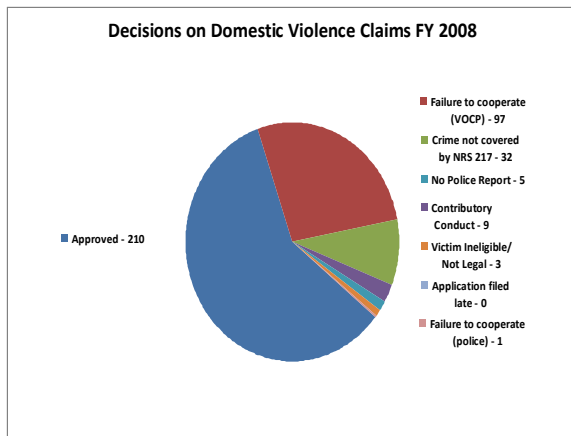
We pay all emergency room and other pre-acceptance claims by the end of each FY quarter. *Virtually no approved emergency room or other pre-acceptance claims are paid later than 90 days from receipt by the VOCP.*

As the following chart shows, the number of medical and other bills processed by the program is averaging approximately 11,500 per year. This chart shows the actual number of bills processed, by office location, each year since FY 2006.

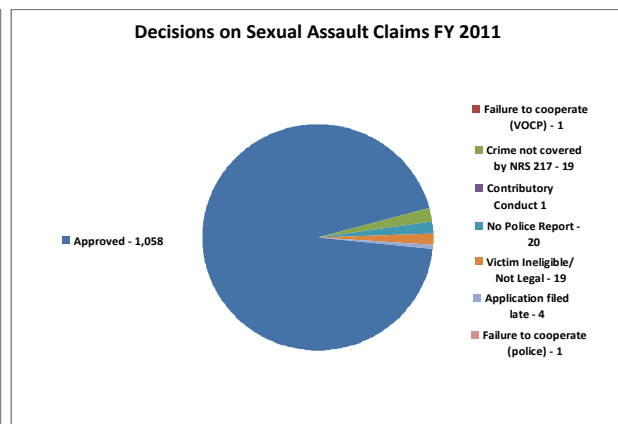
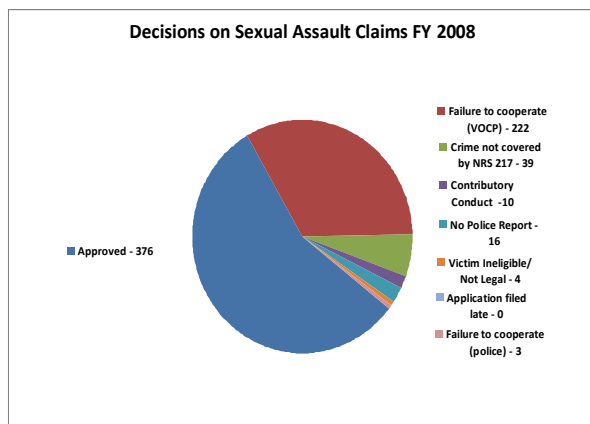


Domestic Violence and Sexual Assault Claims

In 2009 contributory conduct considerations were eliminated as a basis for claim denial in domestic violence and sexual assault claims. This, combined with improved application procedures has dramatically increased the acceptance of these claims over previous years. The following chart shows the acceptance rate and reasons for denial in FY 2011. In FY 2011 only 67 claims were denied, while 457 claims were approved. Compare this to FY 2008 where 147 claims were denied and only 210 were approved.

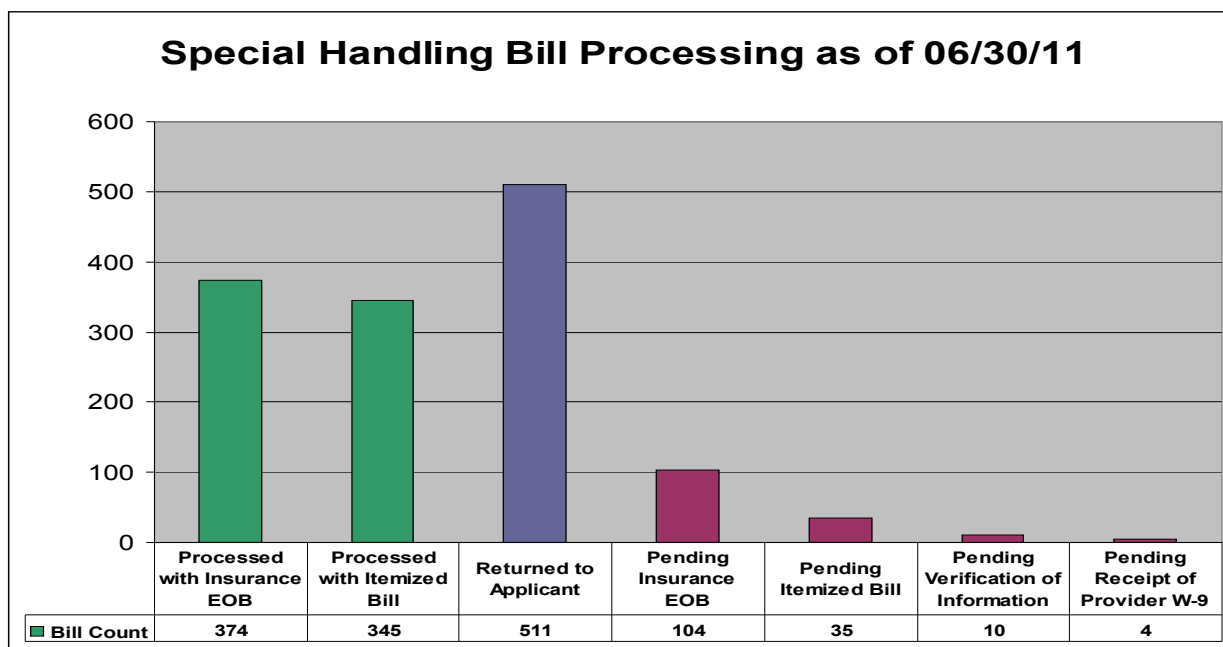


This next chart shows the acceptance rate and reasons for denial in sexual assault claims in FY 2011. In FY 2011, 65 claims were denied, while 1,058 claims were approved. Compare this to FY 2008 where 294 claims were denied and only 376 were approved.



Improvements to Claims Management System and Processes

Our new Program Manager and contractor spent a considerable amount of time refining our work flow in FY 2011. We eliminated paper backlogs created when bills and documents were held pending the receipt of information by designing a way to handle these issues through the automated claims management system. These changes allow us to manage and track every piece of paper that is submitted to the program, and speed the handling of claims. The multiple efforts that are made to obtain necessary information are documented in the system, and if the program cannot obtain the information necessary to process payment within 60 days, the documents are returned to the victim with a letter detailing what they need to provide before payment can be considered. This process ensures that victims are aware of their unpaid obligations, and gives them the opportunity to resolve issues before they are subject to collection activity. When we began this review we had over 1,000 bills that required special handling. The following chart shows the number of bills pending processing as of 06/30/11.



We are currently working on some substantial programming changes to our system that will allow us to push more of the data entry activities to our contractor. We have asked our contractor to take on the duties of data entry of all payment processing. VOCP staff will review the data entered for accuracy and determine the amount to pay on the bill. Outsourcing the data entry portion of the process allows us to continue operating with minimal staff, and provides another layer of review for payment processing.

Pending revisions to our system will also provide us with the ability to set up two new portals: an Advocate portal that will allow victim advocates to check the status of their victim's claims, and a Victim portal that will allow victims online access to their claim information. We are also working on an online application form. We expect to have these new features functional in FY 2012.

Conclusion

FY 2011 presented several challenges for the VOCP resulting in some notable accomplishments by the VOCP staff and its contractor CCSI.

With the cooperation of innumerable medical providers, particularly the states hospitals, we helped EVERY approved victim pay EVERY crime related expense before their claims were closed. In FY 2011 this amounts to \$28,006,120.90 in claims resolved with \$7,412,593.68 of VOCP expenditures.

We increased our reserves from a 30 day reserve to an amount sufficient to cover our operating expenses for a 45 day period – a reserve total of \$1,135,296.62.

We cut the time to process applications to 16 days when a police report is not submitted with the application. And although we are allowed 90 days to decision a claim by statute, when a police report is submitted with the application, it takes an average **29 hours** to make a claim determination.